

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Operator

Class Code: 20364

A. Purpose:

Maintains computer system operations by monitoring the master consoles, releasing production jobs, responding to master console messages, and determining and responding to equipment problems to ensure efficient computer room operations.

B. Distinguishing Feature:

The Computer Operator is responsible for computer operations by monitoring the computers and equipment, loading tapes, and loading and aligning forms in printers; or production control by processing and submitting scheduled and requested computer jobs into the mainframe computer.

The Lead Computer Operator serves as lead worker over an assigned shift and is responsible for supervising the personnel who operate and monitor the master consoles, tape drives, printers and peripheral equipment; and developing and implementing production control operations.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Operates and maintains computer systems to ensure operations run smoothly and efficiently.
 - a. Monitors the master consoles and equipment.
 - b. Submits and releases production jobs.
 - c. Loads tapes in tape drives.
 - d. Responds to console messages.
 - e. Performs system back-ups.
2. Operates printers and associated equipment to provide clients with accurate output.
 - a. Mounts and aligns forms per master console commands.
 - b. Decollates, sign bursts, and trims printed forms.
 - c. Distributes printer output.
 - d. Orders printer forms from central supply.
3. Cleans and maintains equipment to ensure equipment is operational.
 - a. Cleans tape drives, printers, and associated equipment.
 - b. Replaces consumable supplies such as printer ribbons, toner, and filter bags.
 - c. Reports equipment malfunctions.
4. Processes and schedules computer production jobs using an automated job scheduler to ensure clients' production needs are met.
 - a. Receives, checks, and records production jobs to ensure clients' production needs are met.
 - b. Develops and maintains documentation on new jobs to use in subsequent processing or verify final reports.
 - c. Corrects job control language (JCL) and parm dates for clients and rerun jobs.
 - d. Ensures tapes are available to run all production and test jobs.
 - e. Uploads and downloads data files to and from the mainframe for production and test jobs.
 - f. Distributes job output to clients.
 - g. Files tapes in the tape library.
 - h. Orders office supplies.
 - i. Prepares the monthly computer billing for the clients.

5. Performs other work as assigned and performs after hours help desk functions.

D. Reporting Relationships:

Incumbent does not supervise but may train and direct less experienced personnel and new employees.

E. Challenges and Problems:

Challenged to ensure production jobs run accurately by monitoring the computer center's master consoles and trouble shooting equipment failures. If the master consoles are not monitored for job abends, it could affect other jobs from processing or interrupt clients' work.

Problems include equipment failures, locating lost output, determining what job is tying up the system, and re-running production jobs.

F. Decision-making Authority:

Decisions include determining the cause of system, terminal or other equipment malfunctions; which jobs to run to ensure efficient operations and the best use of available time; whether to call a programmer when a job abends; and who to contact if a system security violation occurs.

Decisions referred include system software or programming problems, continued operational problems not resolved by clients or programmers, computer center policies and procedures, and when to take the system down.

G. Contact with Others:

Daily contact with clients and programming staff to receive instructions on running jobs, report job abends, distribute output, and answer help desk calls after hours and on weekends.

H. Working Conditions:

Incumbent works in a large computer center that involves exposure to noise and chemicals; lifting heaving boxes of paper and forms; and prolonged periods of standing and viewing data over a CRT for extended periods of time.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- command languages for multiple processing platform system softwares and related peripheral equipment;
- job control language; and
- computer production control procedures.

Ability to:

- establish and maintain effective working relationships;
- accurately interpret computer-issued error messages and take appropriate action;
- operate all computer center equipment; and
- prepare and maintain records.